

## Manage Conflict

Conflict can be daunting for a community association to address. Conflicts between neighbors can be particularly uncomfortable. Some community associations make it a point to avoid issues that split the community and pit neighbor against neighbor.

It is important that any conflict is addressed immediately to prevent damage to personal relationships. Disagreements among association members can be an opportunity for growth, change and new understanding.

Many disagreements can be resolved with mediation. A few suggestions to help manage conflict include:

- ***Talk directly to one another, face to face.*** Direct conversation is more effective than sending a letter or complaining to someone else.
- ***Choose the right time and place to talk.*** Find a neutral place where you can both talk undisturbed for as long as it takes. Approach the other person and ask if you can set up a convenient time to talk.
- ***Don't blame or call names.*** If you make the other person angry, they are less likely to be calm with you.
- ***Listen to the other person.*** Give them a chance to tell their side of the story completely. Although you may not agree with what is being said, show that you are listening by saying you hear what they are saying and that you are glad you are discussing the problem together.
- ***Negotiate a solution.*** Ask "What can we do to improve the situation for both of us?" or "What can we do to resolve our differences?"
- ***Check back with each other.*** Ask the other person "Is this working for you?"

### Need Help Resolving Conflict?

Consider contacting:

Mid-County Regional Services Center, 240-777-8100

Conflict Resolution Center of Montgomery County, 301-942-7700